**Patient Survey – Sharoe Green Surgery – 2017/2018**

Following the completion of the 2017/2018 Patient Survey the following are additional comments or requests made on the forms that we would like to respond to:

**YOU SAID:**

Weekend & Evening appointments

**OUR REPLY:**

**This service is already provided at The Healthcare Centre. Saturday and Sunday’s we are open from 8am until 11am. There are currently two doctors holding surgeries on a Saturday and one on a Sunday. The practice opted for extended hours on a Tuesday evening rather than an early morning as previous surveys indicated this preference.**

**YOU SAID:**

More nurse clinics

**OUR REPLY:**

**A practice nurse runs a weekly clinic at Sharoe Green Surgery. Unfortunately this is not always filled so at the moment the Doctors feel that there is no need to increase these nurse sessions. We will continue to monitor this. Please note that practice nurse appointments are available daily at The Healthcare Centre should the session at Sharoe Green Surgery not be suitable.**

**YOU SAID:**

Access to a Nurse for consultation on minor problems

**OUR REPLY:**

**Please see response above.**

**YOU SAID:**

Appointment Waiting Times

**OUR REPLY:**

**As highly publicised, the NHS is currently experiencing unprecedented demand and a lack of clinical resources. Doctors are retiring or leaving general practice and there are fewer Doctors training to become GP’s. Consequently this leaves a huge gap in the GP workforce with fewer Doctors having a greater workload. This has a detrimental effect on routine appointment times, however this is not just a local problem, it is a national issue and waiting times are the same at GP surgeries throughout the UK.**

**Please note that for patients who feel they have a medical emergency we have on the day urgent appointments.**